



## **Accelerated Water and Sanitation Project in Selected Areas (AWSPSA)**

# **Stakeholders Engagement Plan (SEP)**

### **Working Draft**

Version 1.1 | February 28, 2025

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## **Abbreviation and Acronyms**

ASA	Advisory Services and Analytics
AWSPSA	Accelerated Water and Sanitation Project in Selected Areas
CFP	Chance Find Procedure
DENR	Department of Environment and Natural Resources
DEO	District Engineering Office
DHSUD	Department of Human Settlements and Urban Development
DILG	Department of Interior Local Government
DO	Department Order
DOH	Department of Health
DOLE	Department of Labor and Employment
DPWH	Department of Public Works and Highways
DSWD	Department of Social Welfare and Development
ESS	Environmental and Social Standards
FCMC	Flood Control Management Cluster
GAA	Government Appropriations Act
GBV	Gender-based Violence
GoP	Government of the Philippines
GRM	Grievance Redress Mechanism
LARF	Land Acquisition and Resettlement Framework
LGU	Local Government Unit
LMP	Labor Management Procedures
MOA	Memorandum of Agreement
NEDA	National Economic and Development Authority
NWRB	National Water Resources Board
PWD	Persons with Disabilities
PWSSP	Philippine Water Supply and Sanitation Project
RO	Regional Office
ROW	Right-of-Way
RPF	Resettlement Policy Framework
SDG	Sustainable Development Goals
SEA/SH	Sexual Exploitation and Abuse and Sexual Harassment
SEP	Stakeholder Engagement Plan
SGM	Sexual and Gender Minorities
UPMO	Unified Project Management Office
WASH	Water supply, Sanitation, and Hygiene
WB	World Bank
WD	Water District
WSP	Water Service Provider
WSS	Water Supply and Sanitation

## Stakeholders Engagement Plan

### 1. INTRODUCTION

#### 1.1. Background of the Project

The Government of the Philippines (GoP) understands that in order to meet the water supply and sanitation (WSS) targets, investments and sectoral reforms are required. In accordance with the WB's 2022–2023 Advisory Services and Analytics (ASA) recommendations on WSS, the GoP has requested for USD 250 to be used by the DPWH and DILG for the implementation of the Accelerated Water and Sanitation Project in Selected Areas (AWSPSA), initially referred as Philippine Water Supply and Sanitation Project (PWSSP). It consisted of the following five components:

- Component 1. Infrastructure Investments for Safe Water Supply Services, aims to increase access to safely managed water supply services through infrastructure projects that will include construction and/or rehabilitation of complete water supply systems, from source development to household connections.
- Component 2. Infrastructure Investments for Safe Sanitation and WASH Services, will support various activities that will expand safe sanitation and WASH services and promote WASH practices at the municipality, school, and household levels.
- Component 3. Institutional Reforms and Capacity Building, will support fundamental institutional reforms and capacity-building of provinces, LGUs, and WSPs to improve the efficiency of service provision and sustainability of WSS services.
- Component 4. Project Management and Technical Assistance, will include: (i) project management, supervision and operating costs of the DPWH and the DILG Project Management Offices; and (ii) technical assistance (TA) and consulting services for the design of sub-projects and related studies; support to newly created water sector institutions; and preparation of engineering, social, and environmental technical studies for other prioritized provinces that will form a pipeline for subsequent WSS investments.
- Component 5. Contingent Emergency Response Component, which will allow the GoP to quickly access project funds in response to an eligible disaster, emergency, or crisis, and rapid re-allocation of uncommitted project funds to address urgent needs in the event of a natural disaster or crisis (including public health-related emergencies).

In order to address broad-based sector and utility challenges, the ASAs recommended that the GoP shall create and implement a national WSS program. This project is intended to be a component of a longer-term program that will offer financial support, technical assistance, and reforms in order to achieve the Sustainable Development Goals (SDGs) by 2030. The AWSPSA is fully aligned with the Nationally Determined Contributions 2021, National Climate Change Action Plan 2011-2028, National Adaptation Plan, Philippine Development Plan 2023-2028 and Philippine Water Supply and Sanitation Master Plan (PWSSMP) of NEDA. It aims to increase access to and improve the quality and efficiency of water supply, sanitation, and hygiene services in priority areas of the Philippines. Specifically, the AWSPSA will contribute to improve efficiency of infrastructure services in selected areas through the rehabilitation, upgrading, expansion, construction and more efficient WSS systems; and increase resilience

to natural disasters and climate change-exacerbated risks, by developing new sustainable water sources and ceasing the use of depleted groundwater sources. It will also contribute to the cross-cutting theme on governance, scaling up development impact across the Philippine archipelago by strengthening implementation capacity, particularly at the local level.

This SEP is developed in compliance with World Bank's Environmental and Social Framework (ESF), specified in the Environmental and Social Standard 10 (ESS10) and the regulations of the Government of the Philippines (GOP) on stakeholder engagements. The project shall also utilize the stakeholder engagement processes and tools developed by the DSWD such as: community consultations, public forums, surveys and assessments and grievance redress systems.

### **Environmental and Social Standard 10: Stakeholder Engagement and Information Disclosure**

Environmental and Social Standard (ESS) 10: Stakeholder Engagement and Information Disclosure recognizes the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice. Effective stakeholder engagement can improve the environmental and social sustainability of projects, enhance project acceptance, and make a significant contribution to successful project design and implementation.

## **1.2. Stakeholders Engagement Plan (SEP) Objectives**

This Stakeholder Engagement Plan (SEP) describes the process and framework for engagement with stakeholders throughout the commencement of the project, which will involve an inclusive and transparent consultation process to solicit feedback from various stakeholders. Specifically, this SEP aims to:

- To establish a systematic approach to stakeholder engagement that will help Borrowers identify stakeholders and build and maintain a constructive relationship with them, in particular project-affected parties.
- To assess the level of stakeholder interest and support for the project and to enable stakeholders' views to be taken into account in project design and environmental and social performance.
- To promote and provide means for effective and inclusive engagement with project-affected parties throughout the project life cycle on issues that could potentially affect them.
- To ensure that appropriate project information on environmental and social risks and impacts is disclosed to stakeholders in a timely, understandable, accessible and appropriate manner and format.

## 2. STAKEHOLDER IDENTIFICATION AND ANALYSIS

### Overview

Identification of stakeholders include individuals, groups and institutions who will be affected and have vested interest in the Project. They may be affected by, able to significantly influence, or have an impact on reaching the stated outcome of the consultation. To ensure balanced representation, the stakeholders should come across a number of different dimensions to capture sector specific issues and concerns, at both local and regional, as well as stakeholder at central level.

### Affected Parties

Identification of affected parties has taken into account the potential risks and impacts from the AWSPSA as has been identified in the ESMF, including from land acquisition and resettlement impacts, on community health and safety, cultural heritage and risks associated with labor and working conditions. The following Table 2.1 summarizes these identified affected parties.

**Table 2.1. List of Identified Affected Parties for AWSPSA**

No.	Project- Affected Parties (PAP)	Descriptions of Affected Stakeholder/s	Issues of Interest/ Concern	District/ Locality	Project	
					Relationship	Stage
1	Heirs of donated land 1. Bulk Water 2. Transmission Line	Heirs of the landowners of the donated land and other contesting parties	Land claims/disputes/contestations	Across all covered regions	Directly affected	Pre-construction and during construction
2	Owner/s of Acquired/Negotiated Land	Principal owners of lands affected by ROW by the project (land will be permanently acquired through purchase or negotiation).	valuation of assets/costing, negotiations and procurement timeline, and compensation	Across all covered regions	directly affected	pre-construction and during construction
3	Land/asset Private owner/s along the water transmission and distribution routes	Residents or business owners with formal and informal right to the land affected temporarily by the project	a. Encroachment of boundaries between private property owners and school, Road Right of Way (ROW), and access restrictions b. Noise, dust, traffic, possible disruption of utilities, presence of labor camps c. access to properties due to civil works within the vicinity of their property	Across all covered regions	Directly affected	Pre-construction and during construction
4	Public school occupants	School heads, facility maintenance, teachers	exposure to hazards around the construction sites, noise, dust, possible disruption of utilities and classes due to WASH facilities construction, possible GBV and SEA/SH	Across all covered regions	Beneficiaries, directly affected	Pre-construction and during construction
		Learners				

		PWD learners, teachers and other occupants (covered under Section 3.4)	exposure to hazards around the construction sites, noise, dust, possible disruption of utilities, possible GBV and SEA/SH, gender and accessibility issues for WASH facilities			
5	Business owners (onsite)	Shops , side vendors/store	Possible temporary relocation of business , temporary disturbance of business activities, possible disruption of utilities, noise, dust	Across all covered regions	Directly affected	construction
6	Local Government Unit (LGU)	Provincial, City/Municipal and Barangay officials , traffic enforcers, Gender and development	Road and Traffic safety, coordination with security, peace and order, waste management, identification of alternative and temporary relocation sites, and Issuances of permits and Certificate of no Objections and right of way acquisition (provincial and municipal)	Across all covered regions	Directly affected	Pre-construction and during construction
7	Immediate community surrounding the construction area and along the water transmission and distribution lines	(public) health facilities, markets	Noise, dust, traffic, possible disruption of utilities, presence of labor camps	Across all covered regions	Directly affected	Pre-construction and during construction
		private) Religious structures				
		Residents, public road users				
8	Disadvantaged and Vulnerable Groups	Refer to Table 2.3	Accessibility, may disproportionately suffer from adverse project impacts (wide variety of hazards) and be constrained from participating in the project and availing of project benefits	Across all covered regions	Beneficiaries, directly affected	Pre-construction and during construction



9	Utility Service Providers	Electric and Telecommunication Providers	Disruption of services and/or potential relocation of their equipment	Across all covered regions	Directly affected	construction
10	Others Private Concessionaires	Desludging Services	Potential disruption in business services, competition and capacities issues	Across all covered regions	??	Construction and operation
11	Private water concessionaires	Private water companies existing and servicing the project areas	potential disruption of services/equipments during civil works, competitive pricing issues and accessing the project's bulk water supply modalities	across all covered regions	Directly affected	pre-construction, construction and operations.
12	Consumers	Recipients of water services	Willingness to pay	Across all covered regions	??	Construction and operation
13	Local Industries	Tourism related workers	Possible loss of source of income	Bohol, Siargao	Directly affected	construction
14	Owners/users of potentially affected cultural heritage	Owners/users of cultural heritage (such as houses, LGU Offices, churches, etc.)	Disturbance to the access/use of cultural heritage, or damage to cultural heritage	Bohol	Directly affected	construction and operation

## Other Key Stakeholders and Interested Parties

The projects' stakeholders also include interested parties (other than the directly affected communities) including government, academician, broader community, civil society organization, and the private sector, as listed in the Table 2.2 below.

**Table 2.2. List of Other Key Stakeholders and Interested Parties Identified for AWSPSA**

No.	Groups of affected stakeholders	Name of Affected Stakeholder/s	Issues/ Interest of concern	District/ Locality	Project	
					Relationship	Stage
1	National and Regional Government Agencies	DPWH	Main implementer of the project thus will have the management and oversight responsibility of the project including E&S risks management & mitigation compliance.	National	Implementing Office	Throughout AWSPSA project implementation
		DILG	For Information and coordination especially they have the main responsibility of oversight for LGUs.	National/Regional	Implementing Office (Component 2)	Throughout AWSPSA project implementation
		National Economic and Development Authority (NEDA) Department of Budget and Management (DBM) Department of Finance (DOF)	Technical review of the project and approval and allocation of funds	National	Oversight	Pre-construction
		Department of Environment and Natural Resources (DENR)	Issuance of water permits and clearances/ certificate for public convenience	National Water Resources Board (NWRB)	Oversight Agencies	Pre-construction, Construction
			Issuance of Environmental Compliance	Environmental Management Bureau (EMB)		

			For information	Water Resources Management Office (WRMO)		
			Issuance of Certificate of no Objection (if applicable)	PENRO/CENRO		
			Issuance of tree cutting permits			
			Identification of land (alienable, disposable, forests, etc.)			
		Department of Tourism (DOT)	For information given that two of the project sites (Bohol & Siargao) have high tourism stakes.	Central Office		
		National Irrigation Administration (NIA)	For coordination especially for project sites that have high irrigation footprints/ dependent (if applicable)	Central Office		
		Department of Education (DEPED)	For coordination and request support in allowing construction and operations and maintenance of WASH facilities	Central Office		
		National Historical Commission of the Philippines (NHCP)	For coordination and Issuance of clearances for potential cultural heritage sites that will be affected	Central Office		
		Department of Health (DOH)	For Information and coordination for WASH Facilities	Central Office		
		DPWH Regional Offices, District Engineering Offices	For information	Regional		

		NEDA - Regional Development Councils (RDC)	Issuance of endorsement		Collaborator	Pre-
						construction
2	Civil society organization (CSOs)	, Academic Institutions and Researchers, local barangay organizations and other non-governmental organizations	These organizations can contribute expertise, data analysis, and research to inform the subproject design and provide feedbacks	National, regional and local	Interested party	Throughout AWSPSA project implementation

## Disadvantaged / vulnerable individuals or groups

Disadvantaged and vulnerable individuals or groups refer to those among the affected parties who are more likely to experience adverse impacts from the project and/or face greater challenges than others in accessing its benefits. Vulnerable groups are often at a disadvantage due to barriers that limit their access to social, economic, political, or environmental resources, as well as challenges arising from illness or disability. These individuals or groups may also be excluded from or unable to fully participate in standard consultation processes, necessitating tailored measures or assistance to ensure their inclusion. Within the project, examples of disadvantaged or vulnerable groups may include, but are not limited to, those identified in the following table.

**Table 2.3. Identification of Vulnerable People and Most Disadvantaged Group**

No.	Disadvantage or Vulnerable Groups	Characteristics	Limitation	Issues of Interest or Concern
1	Persons with Disabilities (PWD)	Physical and structural barriers may make them more vulnerable and at-risk compared to the general population of construction-related hazards. Accessibility issues may limit their participation during consultations, accessibility considerations for water/sanitation infrastructures	Accessibility and Discrimination	Limited capabilities may result in them not being able to participate in group meetings, and may also not be able to read emails/infographics about the project; access to project benefits such as inclusion of universal accessibility and design in the water/sanitation infrastructures.
2	Sexual and Gender Minorities (SGM)	People who are prone to sexual harassment, abuse, bullying, and discrimination from public consultations due to their sexual orientation or gender identity	At risk for GBV. Discrimination during public consultations and labor/employment opportunities	Due to the current cultural norms in the Philippines, male dominance is still prevalent among the local construction industry; SGM population may be subjected to discrimination and harassment
3	Senior citizens and people with existing medical conditions	60 years old and above, those who suffer from chronic diseases and are	The elderly and people with existing medical conditions are prone to	More susceptible to misinformation; accidents; and pollution (i.e. air

		immunocompromised or other health and physical conditions due to age.	accidents due to health conditions such as poor eyesight and or hearing, among others) and limitations in physical movements due to health conditions	and noise) Participation in consultations may be limited, accessibility issues.
4	Children especially girls	Children and students ages 6 to 14 years old	Agency/Ability to decide for one's self, participation in community consultations and vulnerability to SEA/SH	Vulnerable to GBV, child abuse, and harassment; accident prone; access to project benefits such as inclusion of Water, Sanitation and Hygiene (WASH) facilities for children/girls in the water/sanitation infrastructure, child-friendly strategies for IEC and consultations
5	Pregnant women	Sensitive health conditions at various stages of the pregnancy	Mobility	Susceptible to air, water, and land pollution that may be caused by the construction. Construction hazards could cause accidents that will place pregnant women and their unborn child more at risk compared to the rest of the general population

### 3. STAKEHOLDER ENGAGEMENT (SE) PROGRAM

#### 3.1. Summary of SE has been Conducted during the Project Preparation

During the project preparation phase, key activities included coordination meetings held in April and October 2024 in Bohol Province and Siargao, Surigao del Norte. These meetings provided an overview of the project's objectives, scope, and anticipated benefits. The team engaged with local government units (LGUs) to ensure alignment with local development plans, secure necessary permits, identify potential areas for collaboration, and secure their support for the project. The active participation and commitment of the LGUs have been instrumental in laying a strong foundation for the project's successful implementation.

The Table 3.1 below presents a further detailed summary of the previous engagement and consultations that have been undertaken to date.

Additional stakeholder consultations with the community are yet to be scheduled to further promote inclusivity, transparency, and alignment with the needs and expectations of affected and interested parties. These engagements will aim to gather valuable insights, address concerns, and foster collaboration among various stakeholders, including community members, LGUs, civil society organizations, and other relevant groups.



**Table 3.1. Summary of SE during AWSPSA Preparation**

<b>No</b>	<b>Consultation/ Meeting Title and Description/ Objective</b>	<b>Date and Venue</b>	<b>Number and Summary of Stakeholder/ Participants</b>	<b>Summary of Disclosed Information, Discussed Issues, Stakeholder Input and Concern</b>
1	Preparatory Mission for Bohol	April 22-23, 2024/ Office of the Governor, Bohol	5 /BWUI BWUI Staff  25 / Provincial Government of Bohol	<p>Meetings were held with two service providers in Bohol, the Bohol Water Utilities Inc. (BWUI) and the Tagbilaran City Waterworks (TCW) to understand their current operations and challenges faced on providing water services in their areas.</p> <p>The Mission met with the Provincial Government of Bohol to introduce the PWSSP and to discuss the next steps on project preparation.</p> <p>The Mission explained the difference between the previous water supply project under the tourism project and the PWSSP sub-components, which is the inclusion of the distribution network and the capacity building of LGU-run WSPs. The Mission also introduced the DPWH and mentioned the DILG as the implementing agencies for PWSSP.</p>
2	Preparatory Mission for Siargao	April 25-26, 2024/ Various Municipal Offices	<p>12/ Sta. Monica Municipality</p> <p>10/ Del Carmen Municipality</p> <p>5/ Dapa WDs Staff</p> <p>6/ General Luna Municipality</p>	<p>The Mission met with the Santa Monica mayor and local officials and learned of their water supply concerns, principally on the distribution side and lack of reservoirs. The possible transformation to a local water enterprise was welcomed by the municipality.</p> <p>Meetings with the del Carmen and Dapa Water Districts (WDs) highlighted political tensions between the municipalities and the WDs and underscored the need for a more structured and integrated service delivery mechanism.</p> <p>The Mission also visited the private water treatment facility in General Luna and learned the difficulties of sourcing water for distribution in the tourism center.</p> <p>The Mission met with Governor Lyndon Barbers of Surigao del Norte to introduce the PWSSP</p>

			10 Surigao del Norte Government	and differentiate the approach with the tourism project. The Governor acknowledged that the approach will have to focus on the municipalities and that the Province could support the project through centralized support mechanisms such as a laboratory. The Governor also agreed on the observation of the WB team of the need to conduct a Water and Sanitation Masterplan for the Siargao Island.
3	Regional Development Council-Economic Development Committee: CARAGA Region	September 18, 2024: NEDA Caraga Conference Hall, J. Rosales Ave., Butuan City and online	10/ Regional Development Council-Economic Development Committee: CARAGA Region	Present the project concept and successfully secure the endorsement of the proposed Sustainable Water Supply and Sanitation Project (SWSSP), now AWSPSA, to the CARAGA RDC.
4	Preparation Mission: Bohol	October 15, 2024:	10/ Provincial Government of Bohol	Inform, brief and seek decision from the Provincial Governments of Bohol Discuss the critical requirements and documentation for submission of the project the NEDA ICC
5	Preparation Mission: Siargao	October 21-25, 2024: Various Municipals' Offices	5/ Municipal Mayor and Staff	Inform, brief and seek decision from the municipal governments Discuss the critical requirements and documentation for submission of the project the NEDA ICC
6	Meeting with DepEd	December 5, 2024: Room 102, Ground Floor, Rizal Building, Office of the Undersecretary for Human Resource and	5/ Undersecretary for Human Resource and Organizational Development and his staff	Present the project concept and inform that this will require the use of public schools for WASH facilities, as well as locations for deep wells and storage in Siargao Island. Undersecretary Wilfredo Cabral of DepEd would like these concerns to be discussed by the Secretaries of DPWH and DepEd

		Organizational Development		
7	Meeting with LWUA Administrator	January 9, 2025: LWUA-MWSS Complex, Katipunan Avenue, Balara, Quezon City	1/ LWUA Administrator	Present the project concept and inform them that some water districts might be affected by the project. The administrator acknowledged this concern and is open to participating in the project if needed..
8	Public Scoping in Bohol	January 30, 2025 : Capitol Building, Tagbilaran City, Bohol	100 /DPWH,DILG various govenment agencies, provincial government ,8 LGUs (Mayor, Vice Mayor, Councilors, Engineering Office, Waterworks Supervisor, Planning Office, MENRO),CSOs, NGOs, Private Water Service Providers	Present the project overview including the bulk water component and distribution networks for 8 LGUs (1 city and 7 municipalities). All LGUs interposed no objection to the project. Only Panglao raised its concern on the capacity of the project to serve its area being the farthest from the source in Loboc. It was clarified that Panglao will be adequately covered by the Project.

9	Regional Development Council: IDC	February 18, 2025: Radisson Blu Hotel Cebu	50/ Infrastructure Development Committee- Region 7	Present the project concept and successfully secure the endorsement of the proposed AWSPSA to the Region 7- RDC.
10	Public Consultation for ESMF	March 2025 (TBD)	Targeted stakeholder includes the potentially affected community, national and regional level stakeholders, and LGU (TBD)	To be completed once conducted for the Final SEP)

### 3.2. Proposed SE for the Project, Strategy and Methods for Effective SE

This section outlines the proposed engagement process will be conducted throughout project implementation, methods, including sequencing, topics of consultations and target stakeholders, as presented in the Table 3.2 below.

Further to enhance effective engagement, a suite of communication methods will be used to promote easy, transparent, direct, open and interactive communication with all stakeholders, and to elicit feedback in the project preparation and implementation phases, as well as to disclose project information and changes in project plan, and reporting of project implementation status to relevant external parties/stakeholders – these are further discussed in the following subsections.

Additionally, under Component 4, stakeholder engagement will extend to other future target areas to ensure broader participation and sustainability of the project's impact. Engagement activities will focus on identifying key stakeholders, understanding local priorities, and incorporating feedback into future project planning and decision-making.

**Table 3.2. Proposed SEP for the AWSPSA Project Implementation**

Project Component/ Activity	Planned and Topic of Consultation / Information to be disclosed	Target stakeholders	Method and Tools	Responsibilities	Frequency/Timeline
<b>SubProject Preparation Stage</b>	<ul style="list-style-type: none"> <li>Discussion on the goals, objectives, design, and implementation process of AWSPSA, as well as roles, responsibilities and functions</li> <li>Solicit feedback on the subproject design and the needs of the community</li> <li>Identification of environmental and social risks, community concern, and consultation for preparation of mitigation measures, as part of environmental approval process and subproject planning</li> <li>Presentation and validation of community risks and vulnerability assessment results <ul style="list-style-type: none"> <li>Disclosure of environmental approval</li> </ul> </li> <li>Solicit feedback on the capacity building needs for the subproject</li> </ul>	Barangay LGU, community members, women groups, and other disadvantaged and vulnerable groups, landowners & heirs of ROW properties affected	Meeting, Focus Group Discussion, workshop	DPWH, DILG, municipal and provincial government	At least one assembly/ meeting during subproject planning (during ESIA/EIA preparation and Environmental Approval process) , and continuous engagement throughout the project preparation stage especially before every milestone activity.
	<ul style="list-style-type: none"> <li>Discussion on the goals, objectives, design, and implementation process of AWSPSA, as well as roles, responsibilities and functions</li> <li>Solicit feedback on the project</li> </ul>	Municipal LGU, Provincial LGU	Meeting, focus group discussion	DPWH, DILG, municipal and provincial government	One assembly/ meeting and at least one ESMF learning session before implementation of the subproject (during

	<ul style="list-style-type: none"> <li>• Identification of environmental and social risks, community concern, and consultation for preparation of mitigation measures, as part of environmental approval process and before subproject planning implementation</li> <li>• Presentation and validation of community risks and vulnerability assessment results</li> <li>• LGU's role in land acquisition and resettlement (if applicable) , other in kind counterpart/contribution such as watershed rehabilitation, conduct of stakeholder consultation, IEC etc.</li> <li>• Disclosure of environmental approval</li> <li>• Solicit feedback on the capacity building needs for the AWSPSA project</li> </ul>				subproject planning), and continuous engagement throughout the project preparation stage especially before every milestone activity.
	<ul style="list-style-type: none"> <li>• Discussion on the goals, objectives, design, implementation arrangements and coordination for AWSPSA</li> <li>• Provide support, policies and technical assistance</li> </ul>	National/Regional Government Agencies (NEDA, DOR, DBM, NCIP (if applicable),DENR, DOT, NIA, DepEd, NHCP, DOH, DHSUD, DPWH ROs/DEOs	Meeting	DPWH, DILG	as need arises
	Discussion on the goals, objectives, design, implementation arrangements and coordination for AWSPSA	Civil Society Organizations (CSOs), private water concessionaires	Meeting	DPWH, DILG, municipal and	as need arises

				provincial government	
	World Bank and other funding institutions	Sub project needs, requiring funding, technical assistance and expertise to enhance DPWH's and DILG's capacity in addressing infrastructure development and project implementation challenges	meeting	DPWH, DILG	as need arises
Subproject <b>implementation Stage</b>	Implementation arrangement of the project, as well as roles, responsibilities and functions of the LGU s and subproject team for construction and operation, including implementation of Environmental and Social Management Plan to address the identified risks/impacts, application of GRM and resolution of grievances .	National/Regional Government Agencies and Municipal/Provincial LGU	meeting, FGD, workshop and conference	DPWH, DILG, municipal and provincial government	Continuous engagement throughout the project implementation stage
	Continuous engagement with the affected communities for implementation of Environmental and Social Management Plan to address the identified risks/impacts, addressing/resolution of grievances, and stakeholder engagement to engaging workers and communities in planning to ensure fairness and reduce resistance during project/subproject closure	Beneficiaries, including LAR-affected people, women groups and other disadvantaged and vulnerable groups, and CSOs.	meeting, FGD, workshop and conference	DPWH, DILG, municipal and provincial government	Continuous engagement throughout the project implementation stage
	Technical assistance and monitoring needs of the project	Municipal LGU/Provincial LGU	meeting, workshop	DPWH, DILG, municipal and	At least one meeting during the project



				provincial government	monitoring stage
	Technical assistance needs to address the experienced challenges and issues of the project	National/Regional Government Agencies (NEDA, DOR, DBM, NCIP (if applicable), DENR, DOT, NIA, DepEd, NHCP, DOH, DHSUD, DPWH ROs/DEOs, and CSOs	meeting	DPWH, DILG	Semestral meeting for the members of the National Steering Committee, continuous engagement throughout the project monitoring stage
	<b>Project effectiveness, challenges and issues in implementation, feedback and inputs for project implementation</b>	The World Bank and other funding institutions	meeting	DPWH, DILG	Semestral meeting and continuous engagement throughout the project monitoring stage

### 3.2.1. Tools and techniques for Engagement

Table 3.3 outlines the various methods and techniques to be used for stakeholder engagement and communication throughout the project. Each method serves a specific purpose, whether it's for presenting the project, gathering feedback, fostering deeper engagement with key stakeholders, or keeping all parties informed of progress. The following methods will be employed to ensure effective communication and collaboration with stakeholders at every stage of the project.

**Table 3.3. Stakeholder Engagement Methods**

<b>Method</b>	<b>Description</b>
<b>Public Consultation</b>	Useful technique to present the Project at an appropriate level and provide opportunity for the public, community organizations and other stakeholders to comment on the activities to be conducted.
<b>Focus Group Discussion (FGD) / Key Informant Interview (KII)</b>	Useful technique to build rapport with highly influential stakeholders requiring in-depth engagement.
<b>Telephone calls/ teleconferences/ Webinars</b>	Useful follow-up tool once a face-to-face meeting has occurred or in lieu of face-to-face meeting when they cannot be arranged. Also used for seeking any clarifications from regulatory authorities during the approval process and for keeping them updated of project's progress.
<b>Letters and Press Releases</b>	A means to disseminate Project Implementation and can be also be used as a feedback mechanism to update stakeholders on how their comments have been considered.
<b>Emails</b>	A cost-effective tool for communicating with abroad range of stakeholders. Used in conjunction with letters and printed material to ensure all stakeholders are reached.
<b>Flyers /leaflets/Tarpaulins</b>	Used to keep all stakeholders informed about the status and progress of the project including the background of the project, potential impacts and benefits, future opportunities for engagement.
<b>News articles/advertisements (print and online)</b>	Provide wider opportunities to further promote the project. Advertisements provides project updates and job opportunities.
<b>Mailing list</b>	Stakeholders can choose to sign up to receive regular news update via push notifications or website
<b>Project Website</b>	Provides project updates and announcements on a wider range.

### 3.2.2. Disclosure of Information

The following project aspects, issues and activities are the information that is required to being disclosed to relevant stakeholders and affected communities:

- a) The purpose, nature and scale of the project;
- b) The duration of proposed project activities;
- c) Potential risks and impacts of the project on local communities, and the proposals for mitigating these, highlighting potential risks and impacts that might disproportionately affect vulnerable and disadvantaged groups and describing the differentiated measures taken to avoid and minimize these;
- d) The proposed stakeholder engagement process highlighting the ways in which stakeholders can participate;

- e) The time and venue of any proposed public consultation meetings, and the process by which meetings will be notified, summarized, and reported; and
- f) The process and means by which grievances can be raised and will be addressed.

The information will be disclosed in relevant local languages and in a manner that is accessible and culturally appropriate, taking into account any specific needs of groups that may be differentially or disproportionately affected by the project or groups of the population with specific information needs (such as, disability, literacy, gender, mobility, differences in language or accessibility) .

### 3.2.3. External Reporting

External reporting will be a key component of the stakeholder engagement strategy, ensuring the project's commitment to continuous stakeholder engagement throughout the entire project cycle, including preparation, implementation, and monitoring phases. Specific stakeholder engagement activities will include:

- **Community Consultations:** Regular meetings to share project updates and gather input.
- **Dissemination of Information and Communication Materials:** Distribution of relevant IEC materials to keep stakeholders informed.
- **Regular Updates on Digital Platforms:** Updates on the project website and social media to ensure broader communication with stakeholders.
- **Operation of the Grievance Redress Mechanism:** Ensuring stakeholders can voice concerns and receive timely responses.

By maintaining open and transparent communication, external reporting will ensure stakeholders are consistently informed, involved, and confident in the project's processes and outcomes.

### 3.2.4. SE Approach to Address Changes in Project Plan and Implementation

Stakeholders will react in different ways to different project actions, however complaints may be prevented by identifying triggers and mitigation measures. The following were the identified triggers for engagement activities.

- i. Impending start of physical works
- ii. Significant changes to the project that result in additional risk and impacts
- iii. Significant accident or hazardous environmental release
- iv. Emergence of new information revealing unforeseen impact or worsening of predicted impacts
- v. Start of Operations

To address these triggers effectively, timely and proactive stakeholder engagement activities will be conducted throughout the project cycle, including the preparation, implementation, and monitoring phases. These engagements will involve consultations, information dissemination, grievance redress mechanisms, and participatory monitoring to ensure concerns are addressed early and through appropriate channels.

### 3.2.5. Ongoing and Continuous Stakeholder Engagement Strategy

To ensure the continued success and sustainability of the project after the turnover, a robust stakeholder engagement strategy will be implemented. This strategy will focus on incorporating maintenance and major repair responsibilities into the Memorandum of Agreement (MOA) between the Department of Public Works and Highways (DPWH) and the local government units (LGUs). Under this arrangement, the LGUs will be solely responsible for the ongoing maintenance and repair of the facility once the project is handed over.

To ensure transparency, effective management, and community involvement, the following activities will be integrated into the post-turnover stakeholder engagement strategy:

1. **Clear Role Definition and Communication:** The MOA will clearly define the LGUs' responsibilities for facility maintenance, including regular updates to stakeholders about their duties and the overall upkeep of the facility.
2. **Regular Stakeholder Consultations and Updates:** The LGUs will engage with stakeholders through regular consultations, providing updates on the facility's maintenance status, upcoming repairs, and receiving feedback.
3. **Feedback and Grievance Redress Mechanism:** A grievance redress mechanism (GRM) will be maintained to allow stakeholders to report issues related to the facility's condition, ensuring timely responses and resolution of complaints.

By incorporating these provisions into the MOA, the DPWH will ensure that the LGUs are not only held accountable for post-turnover maintenance but also engage in transparent and inclusive stakeholder communication. This approach will help promote the long-term sustainability of the project and facilitate effective facility management.

### 3.3. Proposed Strategy to Incorporate the Views of Vulnerable People and Most Disadvantaged Groups

The project will seek the views of vulnerable people and most disadvantaged groups (including PWDs, women, senior citizens and poor communities and households) through local consultation and FGDs. The following measures will be taken to remove obstacles to full and enabling participation / access to information, such as:

- Ensure that vulnerable groups are represented in meetings and barangay assemblies including during the identification and implementation of AWSPSA and initiatives. This can involve appointing representatives from these groups or supporting their capacity to participate effectively.
- Use accessible and culturally appropriate communication strategies to reach vulnerable groups. This may include using local languages, visual aids, and formats suitable for different literacy levels, disabilities, or cultural contexts.
- Provide training and capacity-building opportunities to empower vulnerable groups to participate meaningfully in discussions. This can include workshops on risk and vulnerability assessment, adaptation strategies, advocacy skills, and leadership development.

- Actively engage vulnerable groups in consultations and decision-making processes related to the project. This can include holding community meetings, workshops, focus groups, and utilizing participatory methods that accommodate diverse needs and perspectives.

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## 4. GRIEVANCE REDRESS MECHANISM (GRM)

The Borrower will address concerns and grievances raised by project-affected parties regarding the project's environmental and social performance in a timely and effective manner. To achieve this, a grievance mechanism will be established and implemented to receive and facilitate the resolution of such concerns.

All complaints received in writing—or documented in written form if submitted verbally—will be properly recorded. This documentation will include details on the nature and background of the grievance, the individuals or groups affected, and the name of the complainant. Complaints will be received by the site contractor and barangay officials, who will log them in a complaints registry and forward them to the Grievance Redress Committee (GRC) for appropriate action.

All grievances will be addressed promptly and resolved through negotiation to reach a consensus, following the established procedures outlined below.

### GRM Levels and Procedures

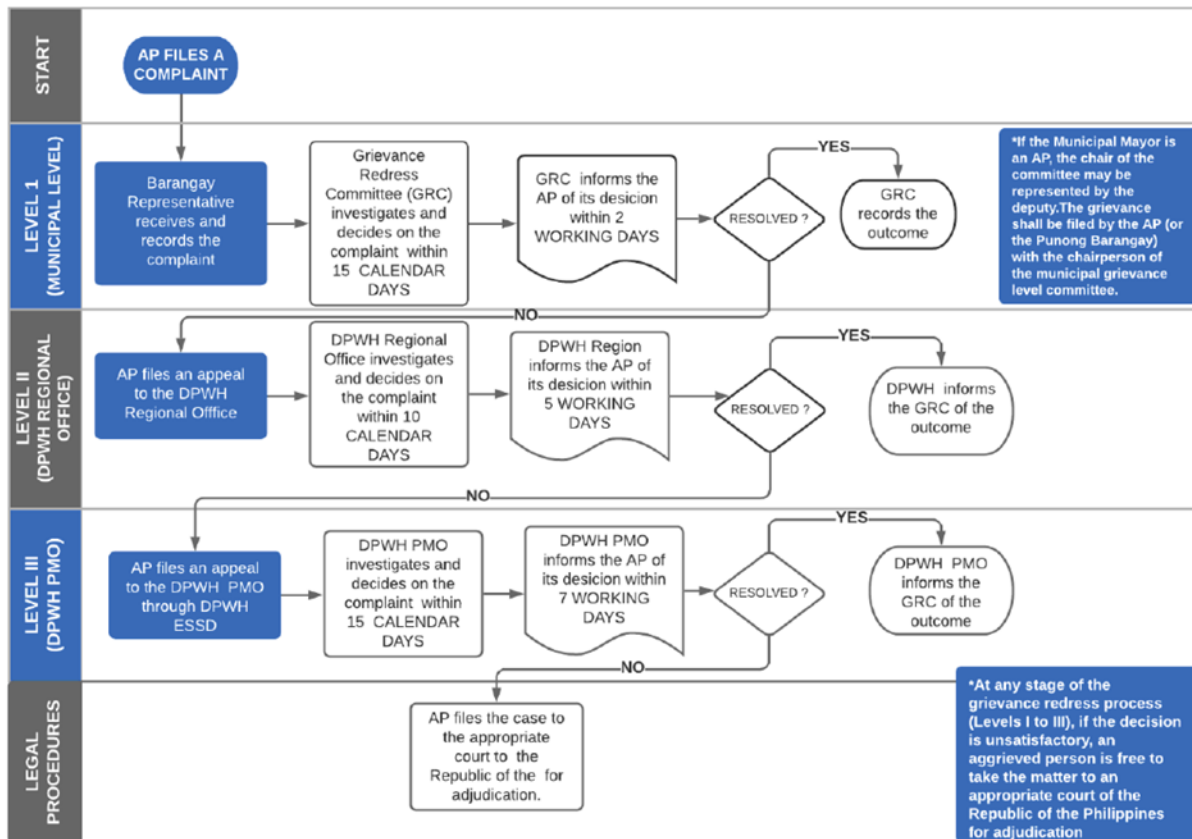
**Level I - Municipal Level:** A Grievance Redress Committee (GRC) will be established at the municipal level, comprising representatives from affected parties (APs), local barangays, and relevant LGU stakeholders. The committee will convene whenever a complaint is lodged. A designated barangay representative will be responsible for registering the complaints and grievances. A decision will be made within 15 calendar days from the receipt of the complaint. The AP or stakeholder will be informed of the decision in writing within two (2) working days. The Municipal Mayor will chair the committee, or if the Mayor is an AP, the deputy will assume the chairmanship. Complaints may be filed by the AP (or the Punong Barangay) with the chairperson of the municipal-level GRC. A record of the grievance will be forwarded to the Municipal RIC within one working day after receipt by the GRC chairperson.

**Level II - DPWH Regional Office Level:** If the AP is not satisfied with the decision at the municipal level, they may appeal to the DPWH Regional Office. The Regional Office will have 10 calendar days to resolve the complaint. The resolution will be communicated in writing to the AP within five (5) working days from the decision issuance.

**Level III - DPWH PMO Level:** If the AP is not satisfied with the decision from the Regional Office, they may escalate the complaint to the DPWH Project Management Office (PMO) through the DPWH Environmental and Social Safeguards Division (ESSD). The complaint will be resolved within 15 calendar days, and the decision will be communicated in writing within seven (7) working days.

**Court of Law:** At any stage of the grievance redress process (Levels I to III), the AP may approach a court of law, which is independent of the project-level GRM. The decision of the court will be final and binding.

Figure below provides a schematic representation of the grievance process flow.



### Type of Grievance and Processing

- Type 1 – minor complaints related to clarifications or requests for information on civil works (e.g., timeline, implementing agency, third-party contractor) and minor community health and safety concerns.
- Type 2 – moderate level complaints related to community health and safety such as unsafe site conditions or hazards posed by civil works. These grievances will be processed through the GRM system, with escalation from Level I to Level III if necessary.
- Type 3 – Serious complaints, including corruption, procurement process irregularities, and concerns related to deviations from approved civil works design and material quality. These will be handled at Level II and escalated to Level III, as the MLGU does not have oversight of the project's procurement and civil works.
- Type 4 – Land Acquisition and Resettlement – refer to the LARF GRM process

### GRM Channel

In line with the DPWH implementation of its Quality Management System (QMS) towards ISO 9001: 2008 Certification, Clause 6.2 of the DPWH QMS Manual states, "The DPWH Management Committee ensures that customers' needs are determined and are met with the aim of enhancing customer satisfaction. This is accomplished through regular, open and effective communication with customers, through effective management of project issues such as schedule and cost control, public consultation to identify/clarify customers' needs,

participatory budget planning and DPWH's performance in meeting contractual, legal and regulatory requirements.

Grievances can also be filed to respective DPWH Offices through the DPWH Public Assistance and Complaints Desk. Complaints can be lodge through the following means:

- a. Call Center DPWH Hotline 16502 (Weekdays 8:00 am to 5:00 pm)
- b. Cp Viber/Text – 0961-684-7084 (Daily 8:00 am to 5:00 pm)
- c. E-mail - [citizens\\_feedback@dpwh.gov.ph](mailto:citizens_feedback@dpwh.gov.ph)
- d. Letter Referral – Presidential Complaint Center
- e. Facebook – [facebook.com/dpwh](https://facebook.com/dpwh)
- f. 8888 Citizens Complaint Hotline
- g. Twitter - [twitter.com/DPWHph](https://twitter.com/DPWHph)
- h. Instagram - [@dpwhph](https://www.instagram.com/dpwhph)
- i. DPWH Feedback Form

The concerned Action Officer shall receive, evaluate, and encode feedback details, including the client's contact information, into the Stakeholders Affairs Division Database. If necessary, additional information may be requested. The Action Officer will classify the complaint (e.g., Type 1, Type 2) and recommend its lodging for proper resolution based on the complaint type and the appropriate GRM level and procedures. Additionally, the Action Officer will follow up on the response or action taken by the concerned office and provide updates to the client accordingly

### Members and Functions of the Grievance Redress Committee

The Borrower will define clear roles, responsibilities and authority as well as designate specific personnel to be responsible for the implementation and monitoring of stakeholder engagement activities and compliance with this ESS.

1. Implementing Office
2. DPWH
3. DILG
4. LGUs

### GRM for Addressing Land Acquisition and Resettlement Issue

Grievances related to land acquisition and resettlement aspect of the project or sub-project will be handled through negotiations and are aimed at achieving consensus following the procedures outlined below, with reference to the Resettlement Policy Framework (RPF), please see the Appendix 5 of the ESMF :

1. The grievance shall be filed by the PAP with the Resettlement Implementation Committee (RIC) who will act within 15 days upon receipt thereof, except complaints and grievances that specifically pertain to the valuation of affected assets, since such will be decided upon by the proper courts;
2. If no understanding or amicable solution can be reached, or if the PAP does not receive a response from the RIC within 15 days of registry of the complaint, he/she can appeal to the concerned Regional Office, which should act on the complaint/grievance within 15 days from the day of its filing;



3. If the PAP is not satisfied with the decision of the Regional Office, he/she, as a last resort, can submit the complaint to any court of law.

PAPs shall be exempted from all administrative and legal fees incurred pursuant to the grievance redress procedures.

All complaints received in writing (or written when received verbally) from the PAPs will be documented and shall be acted upon immediately according to the procedures detailed above.

### **Gender Based Violence, Sexual Exploitation and Sexual Harassment**

According to the World Bank definition, sexual exploitation and abuse (SEA) include the exchange of money, employment, goods, or services for sex, including the use of sex workers or prostitution. It also encompasses sexual favors or other forms of humiliating, degrading, or exploitative behavior, regardless of the legal status of the activity in the country where it is committed. Additionally, sexual activity with children (persons under the age of 18) is considered SEA, regardless of the age of majority or age of consent.

### **Protocols for Handling VAWC Cases at the Barangay Level**

Under Section 47 of the IR of R.A. 9262, the Barangay Officials shall strictly observe the following steps in handling VAWC cases at the Barangay Level

- a) Upon being informed of an act of VAWC, the barangay official shall immediately verify the information. If necessary, said official shall seek the assistance of the police;
- b) Respond immediately to a call for help or request for assistance or protection of the victim-survivor by entering the dwelling whether or not a protection order has been issued and ensure the safety of the victim-survivors;
- c) Interview the victim-survivors and the witnesses to determine the facts, and inform the victim-survivors of their rights and remedies. To preserve the testimony of the victim-survivor and the witnesses, said official should document the interview in writing or record the testimonies by audio or videotape with the consent of the victim-survivor;
- d) Arrest the perpetrator even without a warrant when any of the acts of violence is occurring, or when said barangay official has personal knowledge that any act of abuse has just been committed, and in the presence of imminent danger to the life or limb of the victim-survivor. The barangay official shall confiscate any deadly weapon in the possession of the perpetrator or within plain view;
- e) Transport or escort the victim-survivor to the nearest hospital, or available medical facility for treatment and medico-legal examination. Said official shall assist the victim-survivors to secure the medico-legal report;
- f) If the perpetrator is not immediately arrested, advise him or her to temporarily leave the house to prevent violence, or encourage her/him to go to the barangay center, DSWD, LGU or NGO, church or other groups that provide counseling for perpetrators;

- g) In the event that the victim-survivors have to be placed in a shelter or a safe place of their choice, the barangay official shall assist them in taking their personal belongings and taking their children and transfer them to a shelter or safe place;
- h) Report the incident and refer the victim-survivor to the Local Social Welfare and Development Office of the LGU within four (4) hours from the time of reporting. Said official shall also report the incident to the Women and Children's Protection Desk at the nearest Police Station within the same period;
- i) In cases where the victim-survivor applying for a Barangay Protection Order is a minor, any barangay official shall assist the victim-survivor and shall refer her/him to NGOs, social workers for counseling, temporary shelter and other support services;
- j) Monitor compliance of the respondent with the BPO;
- k) Ensure the safety and continued support to the victim-survivor and her family during the 15-day period;
- l) Assist the victim-survivors in filing the appropriate complaint with the PNP Women and Children's Protection Desk or other law enforcement agencies;
- m) Ensure that all pertinent documents of the said cases are forwarded to the PNP Women and Children's Protection Desk;
- n) Have a separate logbook for complaints and cases of VAWC and keep this confidential, always ensuring the privacy of the victims;
- o) Shall not attempt to influence the victim-survivor to abandon her claims; and
- p) If the relief requested or applied for involves the failure to provide support to the woman or her children, especially for their education and medical needs, the Punong Barangay or in his/her absence, any Kagawad, shall call the respondent for counseling and explain to him his legal obligations to support his wife and/or minor children. This shall not be construed to mean as a mode of conciliation or mediation and must be done only with the presence of the respondent, without the victim-survivor or applicant.

Note: Any barangay official or law enforcer who fails to report the incident of VAWC to the PNP shall be liable for a fine not exceeding Ten Thousand Pesos (P10,000.00) or whenever applicable criminal, civil or administrative liability.

The Department of Public Works and Highways (DPWH) and the concerned Local Government Unit (LGU) shall assist victims in coordination with the Municipal Social Welfare Office (MSWO) and the Department of Social Welfare and Development (DSWD).

### **Legal Framework in the Philippines for Addressing GBV, SEA/SH**

Several Philippine laws provide protection and mechanisms for mitigating and managing cases related to GBV, SEA/SH, including:

1. **Republic Act No. 7877:** The Anti-Sexual Harassment Act of 1995 - This law protects individuals, especially women and girls, from sexual harassment in work, education, or training settings. It penalizes harassment committed by persons in authority, including employers, employees, teachers, instructors, coaches, and supervisors, who demand or request sexual favors, regardless of whether the request is accepted or not.
2. **Republic Act No. 7610:** The Special Protection of Children Against Abuse, Exploitation, and Discrimination Act - This law provides special protection to children from all forms of abuse, neglect, cruelty, exploitation, and discrimination. It also criminalizes child prostitution and sexual abuse, child trafficking, and employment of children in hazardous work.
3. **Republic Act No. 9262:** The Anti-Violence Against Women and Their Children Act of 2004 - This law addresses various forms of violence committed against women and their children, including physical, psychological, economic, and sexual abuse. It mandates barangay officials and law enforcement agencies to respond effectively to VAWC cases.
4. **Republic Act No. 11313:** The Safe Spaces Act (Bawal Bastos Law) - This law expands the scope of sexual harassment to include public spaces, workplaces, online platforms, and educational institutions. It penalizes acts such as catcalling, unwanted advances, and gender-based online harassment.
5. **Republic Act No. 10364:** The Expanded Anti-Trafficking in Persons Act of 2012 - This law strengthens measures to prevent human trafficking, including sexual exploitation, forced labor, and involuntary servitude, with specific provisions for protecting women and children.

All SEA/SH cases shall be referred for case management to appropriate law enforcement agencies such as the "Lupong Tagapamayapa", Philippine National Police and Department of Justice.

## 5. MONITORING AND REPORTING OF SEP IMPLEMENTATION

The SEP will be monitored based on both qualitative reporting (based on progress reports) and quantitative reporting linked to results indicators on stakeholder engagement and grievance performance.

SEP monitoring and reporting will include the following:

- a. Documentation for each consultation meeting and to keep a SE log/register to track engagement (see sample of SE tracking log in Attachment 1).
- b. Progress reporting on the ESS10-Stakeholder Engagement commitments under the Environmental and Social Commitment Plan (ESCP).
- c. Reporting on the feedback received during SEP activities, in particular (a) issues that have been raised that can be addressed through changes in project scope and design, and reflected in the basic documentation such as the Project Appraisal Document, Environmental and Social Assessment, Resettlement Plan, or SEA/SH Action Plan, if needed; (b) issues that have been raised and can be addressed during project implementation; (c) issues that have been raised that are beyond the scope of the project and are better addressed through alternative projects, programs or initiatives; and (d) issues that cannot be addressed by the project due to technical, jurisdictional or excessive cost-associated reasons. Minutes of meetings summarizing the views of the attendees can also be annexed to the monitoring reports.
- d. Quarterly summaries and internal reports on public grievances, enquiries, and related incidents, together with the status of implementation of associated corrective/preventative actions will be collated by responsible staff and referred to the project managers (see the Grievance Form in Attachment 2, and sample of GRM tracking log in Attachment 3).

Specific mechanisms to report back to the stakeholders shall be done through progress reports, meetings, dashboards, newsletters, emails, workshops, forums, documentations, social media and implementation support missions (see the proposed approach in table 3.2). This reporting back to the stakeholders will be provided as the need arises.

Subject to monitoring and reporting results, the SEP can be revised and updated as necessary during project implementation.

## 6. RESOURCES AND RESPONSIBILITIES OF SEP IMPLEMENTATION

### Budget for the SEP -

The successful implementation of the Stakeholder Engagement Plan (SEP) depends on adequate funding to support activities throughout the project cycle.

This budget will cover essential components such as:

- Community Consultations: Costs for venue rental, transportation, meals, and materials for meetings and workshops.
- Information Dissemination: Expenses for printing and distributing brochures, newsletters, and other communication materials.
- Grievance Redress Mechanism (GRM): Funding for establishing and maintaining feedback channels, including staffing and operational costs.

As outlined in the ESMF, funding for safeguard activities, including budget for SEP implementation, will be proposed and approved annually through the General Appropriations Act (GAA) and is integrated into the overall project budget. This mechanism is proposed to ensure that the cost of implementing the ESMF, including SEP, is included in the project budget (DO 245 s. 2003). This budget ensures the effective execution of community consultations, stakeholder coordination meetings, and the implementation of the GRM.

### Roles and Responsibilities

The overall responsibility for SEP implementation lies with the Department of Public Works and Highways (DPWH) as the lead of stakeholder engagement activities, with support from the DILG and local government units (LGUs) throughout the project implementation stage.

With reference to the Organizational Structure of the Project and responsibility of the overall environmental and social safeguard measures implementation (as presented in Table 8 of Chapter 7 of the ESMF), the project's stakeholder engagement implementation arrangements are as follows:

- a. The DPWH in coordination with DILG and LGU will conduct periodic consultations with stakeholders during project planning;
- b. During construction of facilities stakeholder engagement activities will be under LGU;
- c. Compliance monitoring site visits will be conducted by DPWH, including in case of outstanding GRM; and
- d. Documentation of SE is the responsibility of DPWH, all stakeholder engagement activities will be documented through documentation templates prepared by the DPWH. Feedback reports shall also be prepared, as needed.

## Attachment 1 Template to Capture Stakeholder Engagement

[illegible]

## ATTACHMENT 2- GRIEVANCE REGISTRATION FORM

<b>Case Number:</b> (to be assigned by Grievance Redress Officer)	
<b>Name of Grievance Redress Officer:</b>	
<b>First and Last Name/ Company Name:</b>  (Note : complaints may be filed anonymously or a request may be made not to disclose applicants' data to third parties without the consent of the applicant)	Full Name: _____  Company Name: _____  <input type="checkbox"/> I wish to file my complaint anonymously <input type="checkbox"/> I request that my data is not disclosed without my consent
<b>Contact Information :</b>	<b>Mailing Address:</b> _____ _____ _____ _____  <b>Phone Number:</b> _____  <b>Cellphone Number:</b> _____  <b>Email:</b> _____
<b>Description of incident or grievance</b> (Please provide detailed information about the incident or grievance)	

**Incident Information**

(Specify location, date and time the incident happened)

Date: \_\_\_\_\_

Time: \_\_\_\_\_

Location: \_\_\_\_\_

**Incident Resolution**

(Suggested resolution to the incident)

I hereby affirm my right to be informed, object to processing, access and rectify, suspend and withdraw my personal information and be indemnified in case of damages pursuant to the provisions of Republic Act No. 10173 (Data Privacy Act of 2012) and its Implementing Rules and Regulations.

\_\_\_\_\_  
Name and Signature of Complainant

Date: \_\_\_\_\_



## ATTACHMENT 3- GRIEVANCE LOG TEMPLATE

[illegible]